



TennCare Lactation Benefit

Agenda

- What is the new benefit
- Who can provide the services
- How can I bill for the services

What? New Outpatient Lactation Benefits

- Beginning June 1, 2023, in-network providers may begin billing for outpatient lactation services.
 - Timing: Can occur before childbirth and after delivery, depending on the individual's category of eligibility, as long as medically appropriate
 - Who: May be 1-on-1 or small group setting. Claims may be submitted under mother OR under baby.
 - Where: May be in-person or telehealth
 - Limits: There is no limit on the number of visits allowed. The location of service provided should be billed using the appropriate place of service code.

Who can provide lactation services?

- Physician (MD/DOs), nurse practitioners (NPs), physician assistants (PAs), or certified nurse midwife for whom lactation counseling, education, or consultation is within their scope of practice
- International Board-Certified Lactation Consultants (IBCLCs)

Who can receive the benefit?

- Moms or babies with TennCare Medicaid, CoverKids, or TennCare*Select*

Additional pathway:

- When supervised and billed by a contracted, in-network provider, Certified Lactation Counselors (CLCs) and Certified Lactation Educators (CLEs) may provide lactation support to individuals with TennCare.
 - Authorized supervisors of lactation services include in-network MDs, DOs, NPs, PAs, certified nurse midwives, and IBCLCs.
 - Supervision can be off-site or remote. Clinical supervision does not require the continuous and constant presence of the clinical supervisor; however, the clinical supervisor must always be available for consultation or shall arrange for a substitute provider to be available.
 - The NPI of the in-network supervising provider must be reported when billing for services provided by a non-licensed CLC or CLE that is employed by the practice or group.

MD/DO/NP/PA: How to Provide Lactation Services

- No steps necessary
- Reimbursement codes will be active automatically for you on 6/1/23
- If you are an in-network provider and have CLC, CLE, or IBCLC certifications, you may add this taxonomy to your Medicaid ID through TennCare's Provider Registration Process
 - The new taxonomy codes are:
 - IBCLC: 163WL0100X (Lactation Consultant – IBCLC/RLC)
 - CLC/CLE: 174N00000X (Lactation Counselor/Educator – Certified (CLC/CLE))

IBCLCs: How to Provide Lactation Services

1

Register as a
Medicaid provider

2

Credential with
the health plan

3

Contract with the
health plan



Register with TennCare

How to Register as a TennCare Provider

- Register through TennCare's Provider Registration Process
 - This link will take you directly to the registration page
<https://pdms.tennCare.tn.gov/ProviderPersonRegistration/Process/Register.aspx>

The screenshot displays the 'TennCare Provider Registration Portal' with a 'Registration' form. The form is divided into three main sections: Personal Information, Professional Identification, and Credentialing Contact Information. The Personal Information section includes fields for First Name, Middle Name, Last Name, Suffix, Birth Date, and SSN. The Professional Identification section includes fields for Provider Type, Provider NPI, DEA, License Number, UPIN, Primary Practice State, and License State. The Credentialing Contact Information section includes fields for Address, State, Phone No, E-mail, Address 2, Zip (First 5), Phone Extension, City, and Ext Zip (Last 4). A 'Continue' button is located at the bottom right of the form. The footer of the page includes the TennCare logo, address (310 Great Circle Rd., Nashville, TN 37243), phone number (1-800-342-3145), email (Tenn_Care@tn.gov), and the word 'Production'.

TennCare Provider Registration Portal

Registration

Provider information entered here will be submitted to CAQH to collect the information needed by TennCare for assigning a Medicaid ID. Make sure to click SUBMIT once all information has been entered. CAQH Provider: <https://proview.caqh.org/Login>

PROVIDERS: Please review the [Electronic Registration](#)

Personal Information

* First Name Middle Name * Last Name
Suffix * Birth Date * SSN

Professional Identification

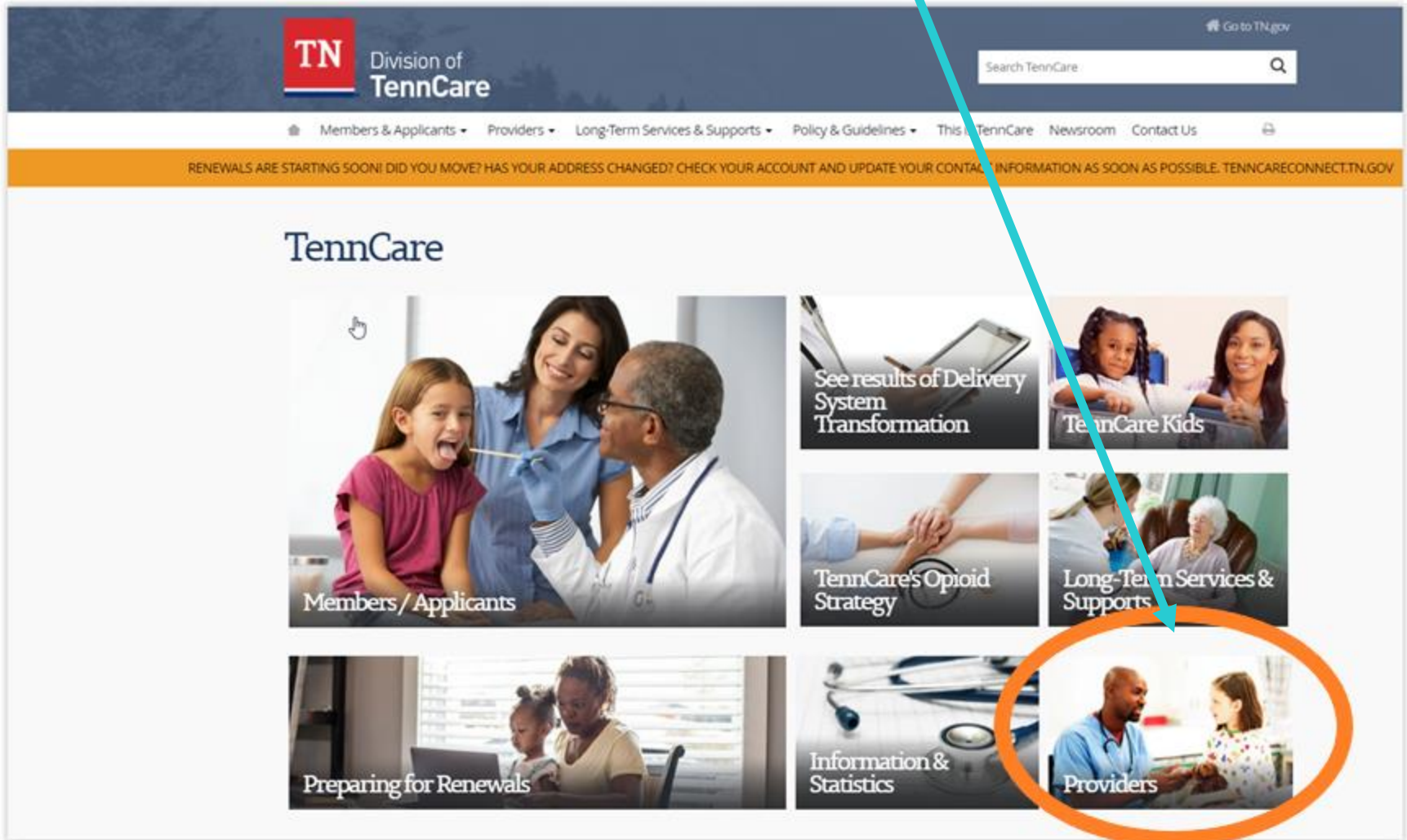
* Provider Type * License Number * Primary Practice State
* Provider NPI * License State
DEA UPIN

Credentialing Contact Information

* Address Address 2 * City
* State * Zip (First 5) Ext Zip (Last 4)
* Phone No Phone Extension
* E-mail * Confirm E-mail

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Access the TennCare Home Page <https://www.tn.gov/tenncare> Click on the **Providers Page**.



Next Click on Provider Registration

RENEWALS ARE STARTING SOON! DID YOU MOVE? HAS YOUR ADDRESS CHANGED? CHECK YOUR ACCOUNT AND UPDATE YOUR CONTACT INFORMATION AS SOON AS POSSIBLE. TENNCARECONNECT.TN.GOV

Providers

Welcome to the TennCare Home Page for Providers

Enroll as a TennCare provider. Whether you are an existing TennCare provider or are interested in becoming a provider with us, our provider resources help you find information, trainings, and news about the TennCare program.



- > [What is a TennCare provider?](#)
- > [Why do I need to register as a provider with TennCare?](#)
- > [How does a managed care model like TennCare's work for providers?](#)
- > [Contact Us](#)
- > [Current P.O. Box List For all P.O. Boxes listed zip code is "37202" "Nashville, TN"](#)

Next Click on How to Apply

RENEWALS ARE STARTING SOON! DID YOU MOVE? HAS YOUR ADDRESS CHANGED? CHECK YOUR ACCOUNT AND UPDATE YOUR CONTACT INFORMATION AS SOON AS POSSIBLE. [TENNCARECONNECT.TN.GOV/](https://tenncareconnect.tn.gov/)

Provider Registration

Welcome to the TennCare Registration Home page for new and existing providers.

TennCare is now using web-based technology to simplify and improve the provider registration process. If you are a new provider to TennCare/Medicaid or an existing TennCare/Medicaid provider, you will need to register your information here.



> [TennCare/Medicaid ID Information](#)



Click on INDIVIDUALS Provider Registration to get started:

RENEWALS ARE STARTING SOON! DID YOU MOVE? HAS YOUR ADDRESS CHANGED? CHECK YOUR ACCOUNT AND UPDATE YOUR CONTACT INFORMATION AS SOON AS POSSIBLE. [TENNCARECONNECT.TN.GOV](https://tenncareconnect.tn.gov)

Provider Registration

How to apply

Current Providers

Resources

FAQs

Contact Us

How to apply

Thank you for your interest in partnering with TennCare. We welcome the opportunity to work with you to provide medically necessary healthcare services to eligible TennCare members.

Begin the [Provider Enrollment Registration](#).

[Step-by-Step Process](#)

Groups, Organizations and Entities

Upon receipt of your submitted Provider Enrollment Application including the required documentation your enrollment application will be processed. You may check the status of your enrollment application once submitted by using the login information that will be supplied to you during the initial enrollment process.

[Provider Enrollment Registration](#)


Individuals

Individual enrollment is a 2-step process.

1. Complete the basic information on the TennCare provider registration portal.

- * Begin the [INDIVIDUAL TennCare provider registration](#).

Complete the fields below to be added to the TennCare CAQH Proview Roster. This will generate the request for the Proview Application from CAQH. Once Registration is complete, click continue and submit.



TennCare Provider Registration Portal

[Home](#)
[CAQH ProView](#)
[EFT Enrollment Instructions](#)
[Contact Us](#)

Click [Adobe Reader](#) to download the latest version for free.

Registration

Provider information entered here will be submitted to CAQH to collect the information needed by TennCare for assigning a Medicaid ID. Make sure to click SUBMIT once all information has been entered. CAQH ProView: <https://proview.caqh.org/Login>

PROVIDERS: Please review the [Electronic Registration](#)

Personal Information

* First Name

Middle Name

* Last Name

Suffix

* Birth Date

* SSN

Professional Identification

* Provider Type

* Provider NPI

DEA

* License Number

UPIN

* Primary Practice State

* License State

Credentialing Contact Information

* Address

* State

* Phone No

* E-mail

Address 2

* Zip (First 5)

Phone Extension


* Confirm E-mail

* City

Ext Zip (Last 4)

Continue

Cancel



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Within CAQH, set AUTHORIZATION to allow sharing with TennCare

First complete your Profile Data, then Review and Attest

REVIEW & ATTEST

You have made changes to your profile since your last attestation. You must attest for Participating Organizations to see your updated data.

AUTHORIZATION SETTING

ORGANIZATIONS

AUTHORIZATION SETTING

Healthcare organizations using CAQH ProView require your authorization to access your self-reported and attested information to conduct processes, such as, credentialing, provider directory updates and claims processing. By selecting one of the authorization options below, you are granting these organizations access to your self-reported and attested information.

When a healthcare organization subscribes to your data, should CAQH automatically authorize access?

Yes. Release my data to any organization that requests access.

RECOMMENDED

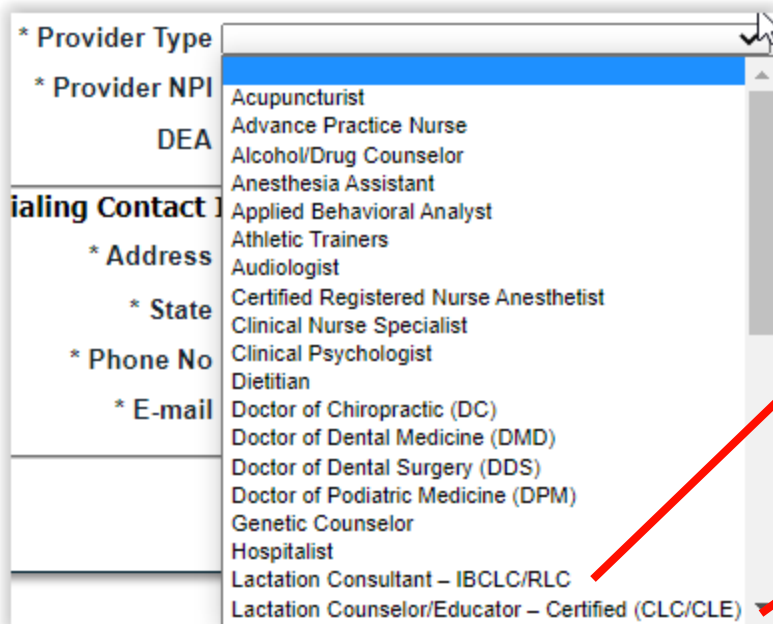
No. Ask me to review each organization's request.

☐ I do not authorize the release of my full set of CAQH ProView self-reported information as indicated above.

SAVE

TN Division of
TennCare

Choose Provider Type



The screenshot shows a web form with several fields. The 'Provider Type' dropdown menu is open, displaying a list of professions. Two red arrows point from the text boxes on the right to the 'Lactation Consultant - IBCLC/RLC' and 'Lactation Counselor/Educator - Certified (CLC/CLE)' options in the dropdown.

* Provider Type	
* Provider NPI	Acupuncturist
DEA	Advance Practice Nurse
	Alcohol/Drug Counselor
	Anesthesia Assistant
Referring Contact	Applied Behavioral Analyst
* Address	Athletic Trainers
	Audiologist
* State	Certified Registered Nurse Anesthetist
	Clinical Nurse Specialist
* Phone No	Clinical Psychologist
	Dietitian
* E-mail	Doctor of Chiropractic (DC)
	Doctor of Dental Medicine (DMD)
	Doctor of Dental Surgery (DDS)
	Doctor of Podiatric Medicine (DPM)
	Genetic Counselor
	Hospitalist
	Lactation Consultant - IBCLC/RLC
	Lactation Counselor/Educator - Certified (CLC/CLE)

For Registered Lactation Consultants - Those who have their certification and have completed Clinical Hours / testing will choose **Lactation Consultant - IBCLC / RLC** from the "Provider Type" dropdown.

Lactation Consultant/Educators/Counselors – Those who have not completed all required clinical hours or testing should choose **Lactation Counselor/Educator – Certified (CLC/CLE)** from the dropdown.

- Once all information has been entered both on the TennCare Website and in the Proview application, the process will continue and once a Medicaid ID is assigned, the provider will receive a "Welcome Letter" which will provide the Medicaid ID and effective date.



MCO Credentialing and Contracting

How to provide care to a TennCare member

- TennCare is a Medicaid provider which provides insurance benefits through managed care contractors
- After you receive the “Welcome ID” which contains your Medicaid ID and effective date, reach out to the MCO or MCOs you would like to contract with

How to Credential and Contract with a Managed Care Organization (MCO)

To credential and contract with a managed care organization, reach out to each MCO individually:

Amerigroup: 615-232-2160

BlueCare: 1-800-924-7141

United Healthcare: 1-800-690-1606



Submitting Claims

How do I code for the benefit?

- Lactation services will be supported by codes 98960, 98961, and 98962 each with a **U8** modifier to indicate lactation services.
 - *education and training a non-physician healthcare professional provides to self-manage an established illness or disease to increase the patient's self-efficacy and self-management behaviors*
- The codes 98960, 98961, and 98962 will be separately reimbursed.

How do I code for the benefit?

Use the appropriate CPT plus the modifier U8

- 98960 U8 [single individual per 30 min.]
- 98961 U8 [2-4 patients per 30 min.]
- 98962 U8 [5-8 patients per 30 min.]

Use the appropriate number of units to signify the length of the visit.

- 1 unit = visit 16-45 min. in length
- 2 units = visit 46-75 min. in length
- 3 units = visit 76-105 min. in length

How do I submit the claim?

READ BACK OF FORM BEFORE COMPLETING & SIGNING THIS FORM.

12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.

SIGNED _____ DATE _____

13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.

SIGNED _____

14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL. 15. OTHER DATE MM DD YY QUAL. 16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY

17. NAME OF REFERRING PROVIDER OR OTHER SOURCE 17a. 17b. NPI 18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY

19. ADDITIONAL INFORMATION (NUCC) 20. OUTSIDE LAB? \$ CHARGES ☐ YES ☐ NO

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind. 22. RESUBMISSION CODE ORIGINAL REF. NO. 23. PRIOR AUTHORIZATION NUMBER

24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE C. EMG D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. EPSCOT Family Plan I. ID. QUAL. J. RENDERING PROVIDER ID. #

1 2 3 4 5 6

25. FEDERAL TAX ID, NUMBER SSN EIN 26. PATIENT'S ACCOUNT NO. 27. ACCEPT ASSIGNMENT? (or govt. claims, see back) ☐ YES ☐ NO 28. TOTAL CHARGE \$ 29. AMOUNT PAID \$ 30. Rsvd for NUCC Use

31. PROVIDER INFORMATION (a. NPI b.) 32. SERVICE FACILITY LOCATION INFORMATION 33. BILLING PROVIDER INFO & PH # ()

Nothing in line 17

NPI for Credentialed IBCLC or Supervising Provider of CLC goes in 24J

Provider in 24J and Group in 33a must be tied by TIN listed in 25

Group NPI goes in 33a

PHYSICIAN OR SUPPLIER

What other breastfeeding-related benefits are available to enrollees?

- TennCare's Managed Care Organizations provide various resources to support enrollees in breastfeeding. These include:
 - Electric breast pumps and related supplies (e.g., storage bottles, tubing)
 - These supplies are available through an in-network DME provider. DME providers will work with providers to complete the authorization process 30 days prior to the enrollee's due date.
 - Digital education tools and online communities
 - Case management



Questions?